Maui County Wireless E9-1-1 Status Report
January 1, 2010 – January 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – January 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,228	2,946	35.8%	5,280	64.2%
MOLOKAI	228	137	60.4%	90	39.6%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	**8,228**	**2,946**	**35.8%**	**5,280**	**64.2%**	**2**	**0.0%**	**1,464**	**17.8%**
AVG PER MO	**8,228**	**2,946**		**5,280**		**2**		**1,464**	

Note: Total Calls include Administrative calls that are not direct 911 calls.

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
AVG PER MO	228	137		90		1		47	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – January 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
NONE					

- ## PSAP Operations (continued)

01/01/10 - Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

No further updates provided with an estimated clearing date since the last month's report. |
01/04/10	Akimeka personnel worked with Watson Furniture to discuss the Maui Police Dispatch furniture requirements via teleconference.
01/05/10	Akimeka GIS personnel met with Maui County GIS to discuss moving parcel data to spacially correct location. This would enhance CAD functionality and mapping appearance.
01/06/10 - Ongoing	Akimeka personnel distributed an update and hearing notices to the Neighbor Island PSAPs regarding bills pertaining to 9-1-1. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, SB2769 - Emerging Technologies, and HB2698 - Broadband.
01/07/10 - 01/11/10	Akimeka personnel distributed a news article to the Neighbor Island PSAPs which involved 9-1-1 dispatchers featured on the Today Show. The news clip outlined a medical call where the dispatcher did not provide medical instructions. The National Emergency Numbering Association (NENA) provided a response in support of the dispatcher given the circumstances and included further clarification of the 9-1-1 system and process.
01/08/10	Akimeka GIS personnel received Pictometry server specifications for the Maui PSAP in order to request funding and approval from the Enhanced Wireless 9-1-1 Board.
01/12/10	Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the January 28th NENA Governmental Teleconference.
01/12/10	Akimeka personnel provided the Neighbor Island PSAPs with an update regarding the Call Detail Report (CDR) issue, which was pending a response from Hawaiian Telcom, Inc. (HTI).
01/14/10 - Ongoing	Akimeka personnel contacted Mary Ann Adams of OnStar regarding recent letters received about OnStar's consent and testing. OnStar is investigating whether consent forms had already been received.

In the meantime, Akimeka's personnel continued to work with Intrado and OnStar to add specific vehicle information on the incoming data. Sergeant Travis Ing volunteered to test OnStar from his personal vehicle. |

- ## PSAP Operations (continued)

01/19/10   Akimeka personnel continues to address the Abandoned call statistics.

01/28/10   Akimeka personnel participated in the monthly NENA Governmental conference call.

01/29/10   Akimeka personnel worked with Stephen Douglass of HTI regarding the scheduled maintenance planned on the ALI servers. Updates were provided to the Neighbor Island PSAPs accordingly.

01/30/10   Akimeka received the final quotes and drawings from Watson Furniture for the Desk Top renovations project.

- ## MSAG

Current Month – January 2010

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	138	125	58	14	13	21	19	0	13	2	7
		Revised categories and report format changes effective April 2009.									

A total of 138 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

Since September 2009, a review of all MSAG records under the communities of Hoolehua, Kaluakoi, Maunaloa, Kualapuu, and Pukoo have been performed, with Kaunakakai currently about 60% complete.

During January 2010, 125 MSAG changes were made. A total of 46 MSAG records were reviewed in Kaunakakai. Currently there are two (2) transactions in Suspended status, with seven (7) TNs affected.

Maui County Wireless E9-1-1 Status Report
January 1, 2010 – January 31, 2010

- ## MSAG

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	138	125	58	14	13	21	19	0	13		
AVG PER MO	138	125	58	14	13	21	19	0	13		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

- ## Mapping Layers Updated/Loaded Into GIS – January 2010

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers					
		01/19/10			Corrected VZW Tower per CRSS
		01/07/10			Per Sprint CRSS

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Maui County Wireless E9-1-1 Status Report
January 1, 2010 – January 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – January 2010
  (continued)

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Street Centerlines	Maui	01/29/10			
	Maui	01/28/10			
	Maui	01/27/10			
	Maui	01/26/10			
	Maui	01/25/10			
	Maui	01/22/10			
	Maui	01/21/10			
	Maui	01/20/10			
	Maui	01/19/10			
	Maui	01/15/10			
	Maui	01/14/10			
	Maui	01/13/10			
	Maui	01/12/10			
	Maui	01/11/10			
	Maui	01/08/10			
	Maui	01/07/10			
	Maui	01/06/10			
	Maui/Molokai	01/05/10			
	Molokai	01/04/10			
Address Points	Maui	01/29/10			
	Maui	01/14/10			
	Maui	01/13/10			
	Maui	01/12/10			
	Maui	01/11/10			
	Maui	01/08/10			
	Maui	01/07/10			
	Maui	01/06/10			
Pseudo Address Points	Maui	01/14/10			
	Maui	01/12/10			
	Maui	01/08/10			
Parcels					
Airports					
Bridges					
Cane Fields					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Maui County Wireless E9-1-1 Status Report
January 1, 2010 – January 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – January 2010
  (continued)

MAUI COUNTY					
Type of Layer	**Island**	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
		Date Created/ Edits Performed	Date Uploaded to Server		
Coastal Names					
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ	Maui	01/19/10			
Fire Stations					
Fire Sub Zones					
Fire Zones					
Gate Codes	Maui	01/19/10			
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Maui County Wireless E9-1-1 Status Report
January 1, 2010 – January 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – January 2010
  (continued)

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Police Beat Boundaries	Maui/Molokai	01/21/10			
Police Dispatch Group (District)	Maui/Molokai	01/21/10			
Police ESZ	Maui/Molokai	01/21/10			
	Maui/Molokai	01/20/10			
	Maui	01/19/10			
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck	Maui	01/21/10			
Towns					
Trails					
Tsunami Evacuation Zones					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

Maui County Wireless E9-1-1 Status Report
January 1, 2010 – January 31, 2010

- ## Service Requests Transactions

Open Service Requests – January 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/19/10	131	Callbox 25	MSAG - ANI/ALI Discrepancy	High	Akimeka is working on fixing the problem. Notification will be provided to the PSAP upon resolution.
2	01/23/10	135	Coin Phone -- Incorrect Plotting	MSAG - ANI/ALI Discrepancy	Normal	Request to update record sent; corrrection pending.

MOLOKAI PSAP							
#	Date	Ticket #	Description	Category	Status	Urgency	Comments
			NONE				

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	4	2	2	1	1	3	1	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

- **Service Requests Transactions** (continued)

2010	MOLOKAI PSAP TOTAL			SERVICE REQUEST CATEGORIES							
				911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions